

November 17, 2014

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Thanks to Your Efforts, Joint Commission Recognizes Our Commitment to Quality



Dear Colleagues,

In setting Maine Medical Center's goals for the current fiscal year, we were deliberate about narrowing our focus. It is important that we all have a greater understanding and more input into how we think

about **People, Quality, and Service** as an organization. While it's early in the year, I'm pleased to report on a couple of points of pride as it relates directly to **Quality**:

- In late October, we received confirmation of our Joint Commission Accreditation status, both for the hospital and for our Behavioral Health program. Based on daily findings and reports from surveyors during our assessment in July, we were confident in having our accreditation renewed; still it's great to re-

ceive the official word. This is a testament to our ongoing readiness efforts and your demonstrations of transparency and skill.

- More recently, the Joint Commission announced that for the third-straight year Maine Medical Center is recognized as a "Top Performer on Key Quality Measures."

MMC is one of 1,224 hospitals in the United States to achieve the 2013

Top Performer distinction and one of only of 314 hospitals to achieve the *Top Performer* distinction

"It is important to note that this level of recognition would not be possible without your dedication, compassion, skill, and expertise."

for the past three consecutive years. We achieved this honor due to our perfor-

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MMC to Host 'Smokeout,' Receives Another Gold Star

For the second year in a row, Maine Medical Center has earned the Gold Star Standard of Excellence from the Maine Tobacco Free Hospital Network. The Gold Star Standard of Excellence is given to hospitals "for the work they have done to create a tobacco-free environment and to support tobacco-free lifestyles." The announcement comes just days before the

hospital takes part in the Great American Smokeout, a national day to help smokers break their addiction.

The Great American Smokeout at MMC is part of the hospital's continuing commitment to curb tobacco use in the community. Headed by Barb Perry, Program Manager of the MMC Tobacco Treatment Program, the effort gives tobac-

co users a chance to sample and experience the benefits of nicotine replacement therapy (NRT) — nicotine gum or lozenges — and offers clinicians the opportunity to learn more about helping their patients who use tobacco.

In addition, anyone who has quit using tobacco will have the chance to sign a billboard honoring their

achievement. "Quitters" will receive a small token of recognition (while supplies last).

"We understand how difficult it can be to stop smoking or using tobacco," says Perry. "We want former smokers to come by our table so we can congratulate them and recognize the

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Donors, Recipients of Six-Person Donation Reunite

On Monday, November 17, the donors and recipients of a six-person kidney donation chain reunited at MMC. It was the first time the recipients met the people who changed their lives.

The donation chain was made possible by an “altruistic” donor (one who donates to a complete

stranger). The recipient’s wife then donated a kidney to someone else, and so on. Juan Palma, M.D., who performed the surgeries introduced each patient to his or her donor or recipient. He says while he receives a lot of credit for saving lives, these people are the “true heroes.”

“Thanks to your Efforts” from front

mance related to heart attacks, heart failure, pneumonia, and surgical care.

With all of the various rating agencies out there, it can be difficult to know what recognitions actually mean something about your success as an organization. For anyone who’s spent any time in health care, I think

we can all agree that recognition from The Joint Commission is worth celebrating. As we saw in our most recent survey — and all surveys in the past — The Joint Commission is exceptionally rigorous, thorough, and hands-on in their approach to assessing quality and safety within health care organizations. To have their validation for both our overall organization and a number of specific and critical areas shows that we are continuously committed to

providing safe, high-quality care to the people of northern New England.

While I mentioned that these distinctions are a reflection on our **Quality**, it is important to note that this level of recognition would not be possible without your dedication, compassion, skill, and expertise; in other words, every accolade we receive is made possible because of our **People**. Your care for our patients is what makes

Maine Medical Center the successful organization that we are today and makes me proud to be a leader here. Thank you for all that you continue to do for our organization.

Respectfully,



Rich

Richard Petersen
President & CEO
Maine Medical Center



Kidney recipient Richard Cook, donor George Shepard, recipient Jan Boblin, donor Mary Ann McLaughlin, recipient James McLaughlin, donor Stanley Galvin, and Juan Palma, M.D.

“MMC to Host ‘Smokeout’” from front

hard work it took to become tobacco free. We want to send the message that quitting tobacco is possible, and we are here to help.”

In addition to visiting the

Great American Smokeout table, employees and supervisors may attend a presentation on using NRT correctly at 1 p.m. or 4 p.m. Thursday, or schedule a time for a Tobacco Treatment Specialist to discuss NRT with a unit or department.

Great American Smokeout at MMC

Thursday, November 20
6:30 a.m. – 6:30 p.m.
Ground Floor Corridor
(by the courtyard)

Quit using tobacco for part of the day,
the whole day, or for good!



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